



2001 Compliance and Technical Assistance Program Update

The Compliance and Technical Assistance Program (CTAP) is Indiana's small business assistance program (SBAP). CTAP provides confidential, environmental assistance to Indiana businesses who request such services and proactively targets upcoming National Emission Standards for Hazardous Air Pollutants (NESHAPs) and/or other environmental regulations for education and outreach. Outreach efforts include conducting educational workshops, performing confidential site visits, providing confidential phone assistance, and developing recognition programs, compliance assistance manuals, and fact sheets. In order to effectively provide the type of assistance required by the regulated community, strict confidentiality is maintained.

Over the next couple of years, CTAP will focus assistance on new sectors while reviewing sectors where assistance has already been provided. These activities are included in the 2001-2003 Environmental Performance Partnership Agreement with the United States Environmental Protection Agency (EPA).

New sectors for Fiscal Years 2002 and 2003 will include the metal casting (i.e. foundries and die casting facilities) and salvage yard sectors. EPA, the Clean Manufacturing Technology and Safe Materials, Indiana Cast Metals Association, and CTAP will work to develop an environmental management system guidebook for metal casters, encourage foundry sand reuse, develop a New Source Review air permitting guidebook, and increase compliance rates across the industry. For the salvage yard sector, CTAP, IDEM and an outside contractor will develop a compliance assistance manual. The environmental management system guidebook and compliance assistance manuals will be promoted and shared with Indiana facilities not participating in the pilot projects. Additionally, CTAP will provide confidential compliance assistance to facilities throughout the state.

In order to provide the best possible service and to expand focus efforts to new sectors, we have begun to evaluate resources and utilization of our current programs and services. IDEM will determine whether concentrated assistance efforts should continue for each focus sector or whether established programs can be transitioned to applicable trade associations or other outside partners. Past sectors of focus to be re-evaluated include vehicle maintenance, childcare, collision repair, printers, and hospitals. CTAP staff will continue to provide phone and on-site assistance to all sectors. Applicable 5-Star Recognition Programs for those sectors will also be evaluated.

New rules are in the works regarding Confined Feeding Operations (CFO). These new rules translate best management practices into enforceable requirements for producers. In order to help educate the public and producers on the requirements through a proactive approach, IDEM is producing a video to assist in the statewide implementation of best management practices. The video includes information and footage from all Indiana's diverse segments of the livestock industry. On camera interviews with producers and industry representatives, will give a balanced, recognizable, and informative perspective to the regulated community.

CTAP will continue to examine and modify its compliance assistance efforts based on new regulations, EPA direction, Hoosier business sector interest, and availability of resources. The

following pages will provide information on the number and type of contacts as well as give an indication of the growth of the program. It will also demonstrate the ability of IDEM to analyze the data now being collected for trends and planning purposes to ensure a proactive approach to assisting Indiana businesses.

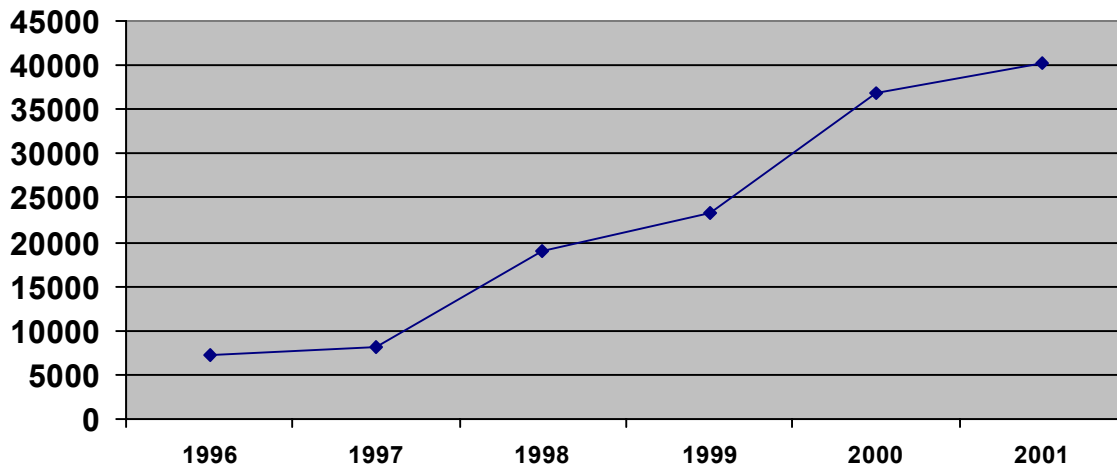
CTAP Small Business Assistance Contacts

The table and graph below show significant progress for OPPTA in reaching and assisting Indiana businesses and citizens. From 1996 through 2000, assistance efforts (contacts made) increased by 406%. For 2001, the upward trend continued with a 0.6% increase from year 2000. The increase should be even higher in years to come because of a new marketing tool being distributed throughout Indiana. OPPTA is working with the Indiana Department of Commerce on a controlled release of the new CTAP brochure. The brochure promotes the services that IDEM's CTAP program has to offer. The Department of Commerce typically distributes 50-100 information packets to new and existing businesses each month.

TABLE 1: 6 Year History of OPPTA Small Business Assistance Contacts						
Contact Type	1996	1997	1998	1999	2000	2001
Phone Assistance	2,254	3,200	2,770	2,785	2,972	2,990
Onsite Visits	411	138	155	245	296	521
Seminars/Workshops	80	565	764	1,491	2,485	2,956
Publications *	2,133	3,364	6,724	4,290	10,985	12,500
Home Page Hits	1,318	600	1,574	3,691	6,313	8,365
Teleconference	0	0	67	0	0	0
Mailings	1,050	225	6,935	10,730	13,908	13,000
Total Contacts Made	7,246	8,092	18,989	23,232	36,758	40,332

* Includes guidance manuals, fact sheets, brochures and annual reports.

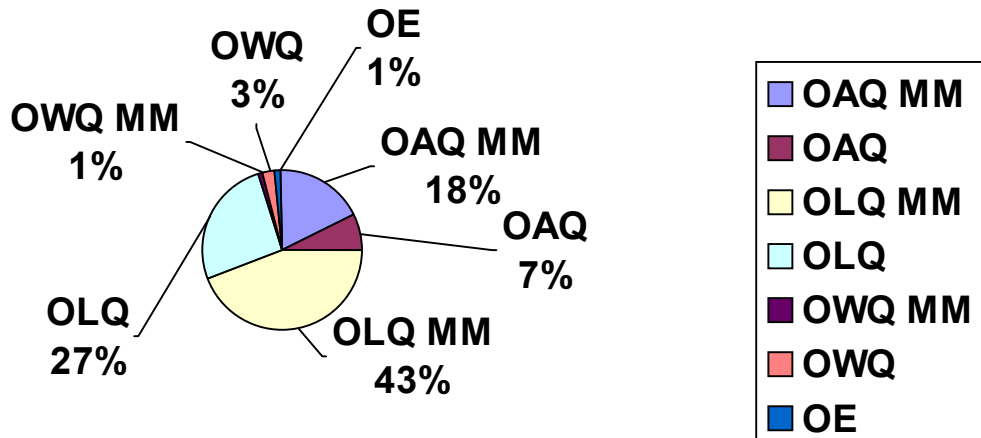
6 Year History of OPPTA Assistance Efforts



On the following pages, data is broken down to provide answers to questions such as:

1. Which IDEM programs are facilitating referrals to OPPTA? (Figure 1);
2. Who is using CTAP? (Figure 2);
3. Which counties are being assisted most? (Figure 3);
4. What is the breakdown on contact type? (Figure 4); and,
5. Which business sectors attend OPPTA workshops? (Figure 5).

Figure1: 2001 Types of CTAP Referrals

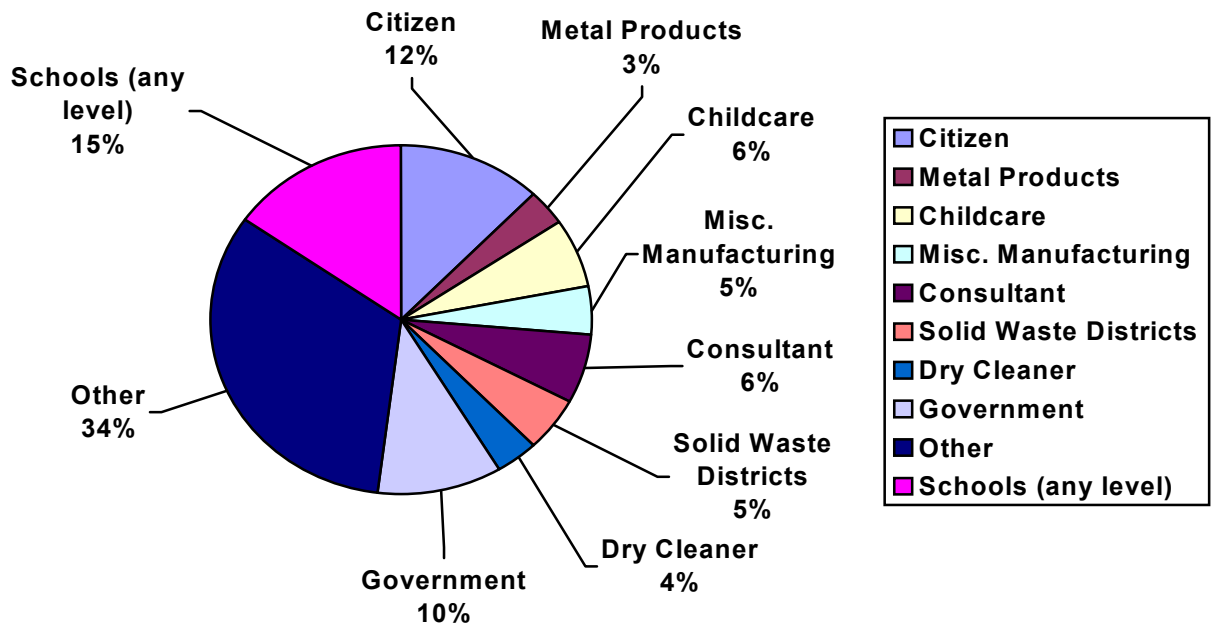


Types of IDEM Referrals:

The Office of Pollution Prevention and Technical Assistance and each of IDEM's media offices (air (OAQ), land (OLQ) and water (OWQ) and enforcement (OE)) developed a process to promote OPPTA services. IDEM inspection forms, both single media and multimedia (MM), for each of the different offices now include a box for the business to check if they would like to be contacted by an OPPTA representative. The Office of Enforcement also refers businesses to OPPTA if appropriate.

Based on Figure 1 above, a majority of the IDEM referrals for 2001 have come from the Office of Land Quality. Overall, OLQ has 70% of the referrals (single media and multimedia). The Office of Air Quality provides approximately 25% of CTAP referrals. Finally, the Office of Water Quality and Office of Enforcement show 4% and 1%, respectively. The percentages are based on 182 total referrals. This information does not include referrals by our Office of Water Quality to their Operator and Technical assistance program (OATS) or reflects any assistance provided by the Circuit Rider supported by IDEM and the Indiana Association of Cities and Towns on water quality related issues.

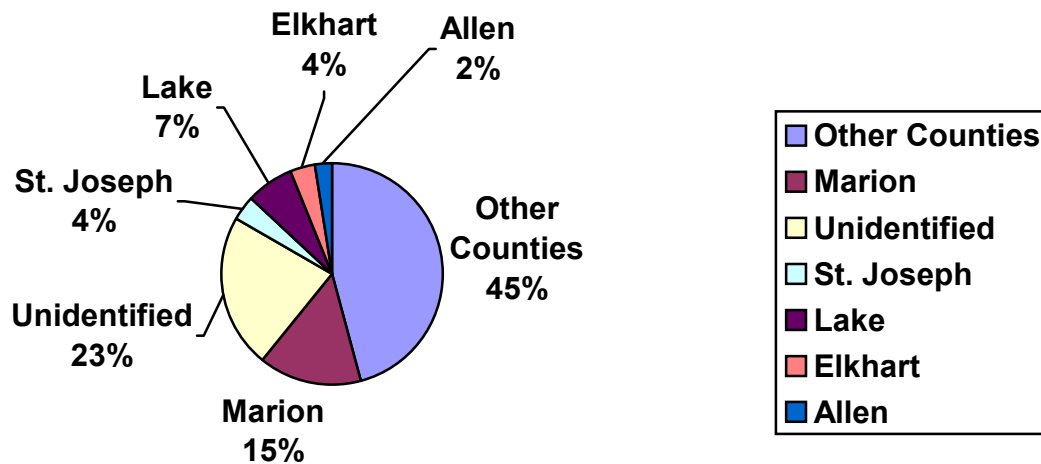
Figure 2: Top Users of CTAP



Top 10 Users of CTAP Services:

CTAP provides assistance to all types of businesses and citizens. With the new tracking system, OPPTA can more easily determine many things like, which sectors are requesting assistance and what information is being requested. Figure 2 above shows a breakdown of the top 10 users of CTAP services through 2001. Schools (any level) lead the list with over 15% of total assistance efforts. Citizens, Government (any level) and Consultants were next at 12%, 10% and 6% respectively. An agency priority (childcare facilities and children's health) followed closely at 6%. This realization that the #1 and #2 users of CTAP services are citizens and schools led to a refocused marketing effort for 2002. CTAP is marketing its services more directly to small businesses (see attached brochure).

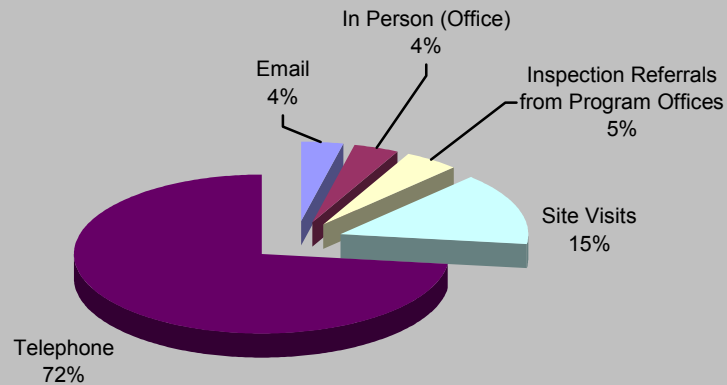
**Figure 3: Assistance Efforts Based on County
(Total Assistance = 5758)**



Assistance Efforts Based on County:

Figure 3 shows the top 5 counties in Indiana that received compliance and technical assistance from OPPTA. CTAP efforts were well distributed throughout the state as shown by the “other” county category, which includes 87 counties and accounted for 45% of the total. Next in order was the “Unidentified” (23%) category and Marion County (15%). Even though CTAP provides confidential assistance, some businesses still choose to not provide us with their location. Therefore, the system allows CTAP staff to enter “Unidentified”. The rest of the top 5 individual counties included: Lake (11%); Elkhart (4%); St. Joseph (5%); and Allen (2%) counties.

Figure 4: Assistance Efforts by Contact Type
(Total Efforts = 3511)

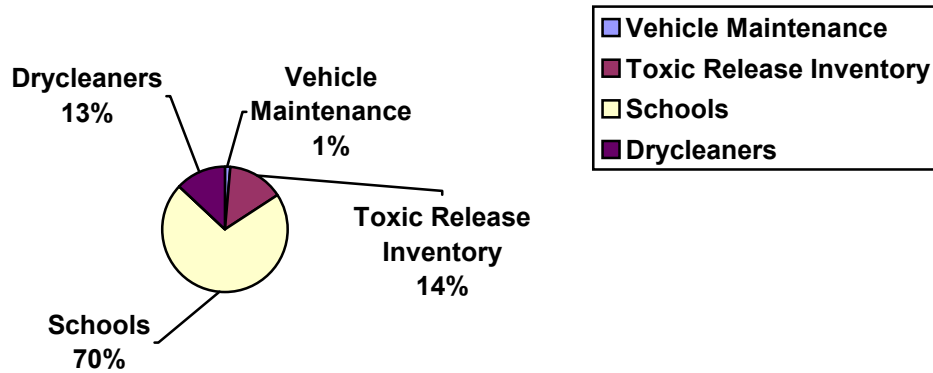


Assistance Efforts Based on Contact Type:

The new CTAP tracking system tracks assistance efforts based on the way in which customers are assisted. Categorical options include telephone assistance; email assistance; in-person (office); IDEM referrals, and site visits. Percentages are based on the 3,511 assistance efforts recorded in 2001.

According to Figure 4 above, a majority (72%) of our assistance efforts was provided through the telephone. Next is site visits (15%), referrals (5%), in person (4%) and email (4%), respectively.

Figure 5: Workshops Attendees by Business Type



Workshop Attendees by Business Type:

One of the tools OPPTA uses to assist Indiana businesses in complying with environmental regulations is workshops. Throughout 2001, OPPTA's Compliance and Technical Assistance Program has put on several workshops attended by 569 Hoosier businesses or their representatives. Figure 5 above, breaks down the percentage of attendees to their respective business sector.

- ◆ Three Toxic Release Inventory (TRI) workshops were held across the state (Evansville, Scottsburg and Portage) with 80 people attending. This accounted for 14% of the total attendees. Changes in reporting requirements for Persistent Bioaccumulative Toxic's (PBT's) and the need to insure quality of data were reasons for having these workshops. IDEM uses the TRI data to measure trends in toxic releases.
- ◆ Seventy-two (72) people attended six dry cleaner workshops throughout the state (Evansville, Clarksville, Indianapolis, Gary, South Bend, and Fort Wayne), which accounted for over 13% of the total. Updates to regulations impacting the dry cleaning sector, as wells as the opportunity to reach drycleaners who have not attended past workshops were reasons for administering these workshops.
- ◆ 393 people attended workshops geared toward schools. This accounted for 70% of the total. Included in the workshops were "Tools for Schools" and "Integrated Pest Management (IPM)". Workshops were held throughout the State of Indiana. The "Tools for Schools" program is a joint venture between IDEM and the United States Environmental Protection Agency (EPA) to help provide guidance for schools to improve their indoor air quality.

More information on the “Tools for Schools” program can be found at <http://www.in.gov/ideM/kids/toolsforschools.html>.

IPM is a system of managing pests by using a series of appropriate alternative pest management options such as better sanitation and improved maintenance and mechanical controls, and the judicious use of pesticides. Attendees of the workshops were given information on how to implement IPM practices. More information on this program can be found at <http://www.IN.gov/ideM/kids/integratedpest.html>.

- ◆ Finally, 5 people attended one vehicle maintenance workshop in Valparaiso. This region of the state had not been covered in previous vehicle maintenance workshops. Attendees were given an overview of environmental and safety regulations impacting their business sector.

